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**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

**FROM: Amy Mendel-Clemens
CARES Call Center
Policy & Systems Communications Section**

BWP/BIMA OPERATIONS MEMO

No.: 02-55

File: 2431

Date: 9/16/2002

Non W-2 ☐ W-2 ☒ CC ☐

PRIORITY: High

**SUBJECT: CARES ASSESSMENT SCREEN
ENHANCEMENTS AND
REFRESHER TRAINING MATERIALS**

CROSS REFERENCE:

W-2 2002-2003 Performance Standards
W-2 Manual, 5.1.1.1
WP Assessment Driver Flow and Screen Changes Training Packet
Performance Standards and Caseload Management Training (pages 30-36)

EFFECTIVE DATE: SEPTEMBER 23, 2002

PURPOSE

Two changes were made to the CARES system in an effort to assist the W-2 agencies in successfully completing an informal assessment as required by W-2 policy and as measured through the 2002 – 2003 Performance Standards,

BACKGROUND

Informal Assessments are required under the 2002-2003 W-2 Contract and by W-2 policy. New CARES Assessment Screens were put into production on December 20, 2001. All W-2 cases require an informal assessment per policy and performance standards to determine the most appropriate placement on the W-2 employment ladder.

POLICY

Changes effective September 23, 2002:

1. WPED will no longer have an N (no) defaulted in the question "Do you want to initiate a new assessment?" Each time WPED is accessed, the worker will be required to enter a Y for yes or N for *no* to that question.
2. WPTN will now record every time an informal assessment is completed in CARES. The full assessment driver flow must be completed through WPRU for the assessment to be posted. This should allow for easier monitoring for compliance with the informal assessment performance standard requirement.

Attached are training materials that cover the assessment driver flow in CARES, including:

1. WP Assessment Driver Flow and Screen Changes Training Packet; and
2. Performance Standards and Caseload Management Training (Pages 30 – 36)

CONTACTS

BIMA CARES Information & Problem Resolution Center

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Note: Email contacts are preferred. Thank you.

ATTACHMENTS

- [WP Assessment Driver Flow and Screen Changes Training Packet](#)
- [Performance Standards and Caseload Management Training \(Pages 30 – 36\)](#)